

**Town of Arlington, MA  
Health and Human Services Department  
Safety Net: Resources for Residents**

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**EMERGENCY Call 911**

**Arlington Police Wellness Check and Other Non-Emergency Services**

The Arlington Police Department welcomes inquiries from Arlington residents on any topic, including scams, suspicious behaviors, and concerns about safety of all types. Call the non-emergency police number.

**E911 – Emergency Telephone Disability Indicator Program**

E911 is an emergency telephone listing service for physically-challenged persons. Once registered, if an emergency 911 call is made from the resident's home telephone, emergency responders will have the resident's name, address, and particular disability. Registration forms are available at Arlington Police Department and Council on Aging.

**Contact Information:**

Arlington Police Department, 112 Mystic St. Arlington, MA 02474, 781-643-1212 (non-emergencies only)  
Arlington Council on Aging, 27 Maple St. Arlington, MA 02476, 781-316-3400.

### ***Important Telephone Numbers***

Arlington Police Non-emergency	911 781-643-1212
Arlington Fire Non-emergency	911 781-316-3800
Arlington Family Services Unit, Arlington Police Department	781-316-3915
National Suicide Prevention Line	988
Mental Health Crisis – Advocates	(800) 540-5806
Safelink Domestic Violence Shelter 24 Hour Hotline	877-785-2020
Child Abuse 24 hour Hotline	800-792-5200
Mass Department of Children and Families 30 Mystic St. Arlington, MA 02474	781-641-8500
Mass Dept of Transitional Assistance (DTA)	877-382-2363
Social Security Administration Office (serving Arlington) 10 Fawcett St. 1 <sup>st</sup> Fl, Cambridge, MA 02138	888-527-9340
Poison Control Hotline	800-222-1222
Samaritans Suicide Prevention <a href="https://samaritanshope.org/">https://samaritanshope.org/</a>	(877) 870 - 4673
National Sexual Assault Hotline <a href="https://www.rainn.org/">https://www.rainn.org/</a>	(877) 785 - 2020
National Runaway Youth Hotline <a href="https://www.1800runaway.org/">https://www.1800runaway.org/</a>	(800) 786 - 2929
Mass 211 For assistance with a variety of needs (public health, mental health & substance use, housing & utility assistance, food, childcare, emergencies & other referrals)	211

## **Food and Nutrition Programs/Services**

### **Food Pantry**

#### **Arlington EATS**

Arlington EATS is a safe space for anyone who needs food, located on 117 Broadway, Arlington nearby the Thompson School. It is open by appointment only Mondays 2-4 & 4:30-7:30, Tuesdays 9-12 and Wednesdays 9-12, you can request a slot online and by phone by calling (339) 707-6761. New shoppers should bring one proof of Arlington residency (ie: a piece of mail, ID) on their first visit.

For more information please visit, <https://www.arlingtoneats.org/>

339-707-6757

[info@arlingtoneats.org](mailto:info@arlingtoneats.org)

### **WIC – Women, Infant & Children’s Program**

WIC is a free nutrition program that provides healthy food, nutrition and health education, and other services free of charge to pregnant or nursing mothers as well as families and caregivers with children younger than 5 years of age. WIC has Arlington office hours every Tuesday from 10:00am-6:15pm at 7 Central St. For more information on the WIC program, visit [www.mass.gov/wic](http://www.mass.gov/wic)

Income eligibility requires proof of: 1) household income and 2) identity/Massachusetts residency (utility bill, bank statement, driver’s license, birth certificate, etc.).

Contact information: Arlington WIC Office, 7 Central St. Arlington, MA 02474, (781) 646-2032

Alternate location: Somerville Main Location WIC, 366 Broadway, Suite 102, Somerville, MA 02145, 617-575-5330

### **Food Stamps/SNAP Program**

**The Supplemental Nutrition Assistance Program (SNAP)** is the federal food assistance program that provides low income residents with financial support to buy healthy, nutritious food, and provides economic benefits to communities. If you are an Arlington Resident (of any age) interested in signing up to receive benefits, please call the Arlington Council on Aging at 781-316-3400 to meet with a Social Worker to complete an application

Language Interpretation available, when placing your call, please request to use the language line

## **Education**

### **Registering for Public School**

Massachusetts’ law requires all children seven and older to attend school. To register your child for Arlington Public School please go to the APS website under the registration section you will find [the registration portal](#).

You will need specific documentation including two proofs of residency, one birth certification, physical exam and immunization records to complete the form.

For translation/interpretation support please fill out [this form](#)

## **Preschools and Daycare**

**To sign up for the Income-Eligible Childcare Waitlist & learn more about childcare options in Arlington please dial 211**

### **Robbins Library Children's Services**

A complete list of day care programs in Arlington is maintained at the Robbins Library Children's Services Department.

Robbins Library, Children's Services, 700 Mass Ave. Arlington, MA 02476, 781-316-3235

### **Childcare Circuit**

Childcare Circuit is a Massachusetts-based private non-profit organization providing child care referrals, training, and parent & provider services to Arlington residents.

Contact Information: 190 Hampshire St. Lawrence, MA 01840 978-686-4288, [www.childcarecircuit.org](http://www.childcarecircuit.org)

### **Activities for Youth**

**Arlington Recreation Department** (scholarships available) offers summer camps, afterschool, preschool & year round sports programs & manages the Ed Burn's public skating arena open September to April. Erin Campbell, 781-316-3884, [ecampbell@town.arlington.ma.us](mailto:ecampbell@town.arlington.ma.us)

**Arlington Boys and Girls Club** (scholarships available) offers preschool, afterschool, and club kids (a drop in program for ages 6-17) for young people in Arlington and the surrounding communities. To register and inquire about scholarship funding, please contact 781-648-1617, visit <https://www.abgclub.org/> or visit them in person.

### **English Classes**

**English NOW!** offers free English classes in person at the Robbins Library Wednesdays from 11-12:30 pm and via Zoom on Wednesdays from 6:00-7:30 p.m. and Fridays from 11:00 a.m.-12:30 p.m.

**Lamplight Literacy** offers free English classes to Arlington Housing Authority residents and other income eligible Arlington residents contact [lisa@lamplightliteracy.org](mailto:lisa@lamplightliteracy.org)

### **Employment**

#### **Workforce Assistance**

The Commonwealth of Massachusetts, through the Executive Office of Labor and Workforce Development, offers assistance with job placement and training, as well as tips for job searches and interview techniques. For more information, please visit [www.mass.gov/lwd/employment-services](http://www.mass.gov/lwd/employment-services).

**The Housing Corporation of Arlington (HCA)** offers ongoing workshops and one-on-one sessions to meet employment goals, contact Paul Jean Sr. (781) 859-5294 Ext 9 or [pjean@housingcorporarlington.org](mailto:pjean@housingcorporarlington.org)

#### **Career Source**

The Department of Career Services (DCS) oversees Massachusetts's network of One-Stop Career Centers that provide job seekers with career guidance as well as referrals for jobs and training. Fresh Pond Mall, 186 Alewife Brook Parkway, Suite 310, Cambridge, MA 02138, 617-661-7867.

**Lamplight Women's Literacy Center** offers free TEAS test prep for Certified Nursing Assistants whose first language is not English at the Robbin's Library contact [lisa@lamplightliteracy.org](mailto:lisa@lamplightliteracy.org)

**Just-a-Start Corporation** offers free career training programs in biomedical careers and information technology careers & a youthbuild program. To reach career training programs office call 617-918-7520, for youthbuild contact youthbuild@justastart.org or 617-918-7506

### ***Heating/Fuel Assistance***

#### **State Fuel Assistance**

Fuel Assistance, also known as the Low Income Home Energy Assistance Program (LIHEAP), is a government program that helps low-income families and individuals pay their heating bills during the winter. Fuel assistance is based on the household's gross annual income, housing status and heating costs. Renters may also receive fuel assistance even if their heat is included in the rent.

Eligibility Requirements: 1) must meet State income guidelines, 2) must provide income documentation and heating bills (i.e., gas, electric or oil bills), and 3) applications accepted only during the heating season (i.e., November 1 through April 30).

Contact information: Arlington Council on Aging

First-time applicants who are Arlington residents may also apply through the Arlington Council on Aging at 781-316-3400 for information regarding appointment dates and times. Assistance with the Fuel Assistance application is available from November through April on a first come, first serve basis.

#### **Home Modification Program**

For residents who are elderly and/or physically challenged and need help with accessibility, the Home Modification Program helps families by improving access to their homes, thus enabling them to live independently in the community. Residents may be eligible for a low or no interest deferred-payment loan or an amortizing loan, depending on the family income. Loan amounts range from \$1,000 to \$30,000.

Contact: Metropolitan Boston Housing Partnership, 617-425-6637.

<http://www.mass.gov/eohhs/consumer/disability-services/housing-disability/home-mod-loan/>

### ***Housing Assistance Programs/Services***

For help finding an affordable home please read through the [Guide to Obtaining Housing](#) offered by mass.gov The Somerville Homeless Coalition, [Metro Boston Housing Program](#) and the Housing Corporation of Arlington can help you through the process.

#### **Arlington Housing Authority**

The Arlington Housing Authority provides subsidized housing for elderly, low-income families, and disabled persons. Residents pay 30% of their income toward rent. To apply for housing, visit the Arlington Housing Authority office or [www.arlingtonhousing.org](http://www.arlingtonhousing.org). A waiting list usually exists for subsidized housing. The Housing Authority does not provide emergency shelter.

Contact Information: Arlington Housing Authority, 4 Winslow St. Arlington, MA 02474, 781-646-3400, [www.arlingtonhousing.org](http://www.arlingtonhousing.org)

#### **Housing Corporation of Arlington**

The Town works closely with the non-profit Housing Corporation of Arlington (HCA), a non-profit community development corporation, to develop and manage affordable housing. Units vary in size with rents set at 30% of household income; most start at about \$1000/month.

The Town of Arlington, in conjunction with the Housing Corporation of Arlington, has a program that provides grants to individuals facing an immediate crisis with their housing. The program may be able to pay back rent to prevent eviction, or pay security deposits for new housing.

The Housing Corporation of Arlington (HCA) can assist with Social Security Access, Food Benefits, Housing Assistance Funds, contact 781-859-5294 and ask for Renea or Paul Jr. On the 2nd and 4th Monday of each month, you can get help from 11 am – 1:00 pm at the Robbins Library (700 Mass Ave)

Contact Information: -

Housing Corp of Arlington, 252 Mass Ave. Arlington, MA 02474, 781-859-5294,  
[www.housingcorporarlington.org](http://www.housingcorporarlington.org) Email Contact: [info@housingcorporarlington.org](mailto:info@housingcorporarlington.org)

### **Millbrook Square Apartments**

Millbrook Square, located at 17 Mill St., offers subsidized housing for the elderly and disabled, where tenants pay 30% of their income for rent.

For information, including income eligibility, please contact Millbrook Square at 781 641-1410.

### **Homeless Shelters and Assistance**

#### **Somerville Homeless Coalition**

[www.somervillehomelesscoalition.org](http://www.somervillehomelesscoalition.org), 1 Davis Sq. Somerville, MA 02144

If you are homeless and in need of assistance, please contact the Somerville Homeless Coalition at (617) 623-6111 or go to their office at 1 Davis Square, Somerville to receive an assessment through the Coordinated Entry program. Any person or family with a tie to Arlington who is currently experiencing homeless is eligible to complete an assessment.

#### **Department of Housing and Community Development**

To apply for Emergency Housing Assistance and speak with a Homeless Coordinator please call (866) 584-0653. Tell the person who answers what language you speak and an over-the-phone interpreter will be provided to you free of charge

#### **Mass Coalition for the Homeless**

73 Buffum St. Lynn, MA 01902, 781-595-7570

For people in need of emergency housing assistance, the MA Coalition for the Homeless provides a complete list of shelters for individuals, families, and victims of domestic violence. For more information, please visit [www.mahomeless.org](http://www.mahomeless.org). To speak with someone to guide you through the process of seeking shelter, please contact Marisa at 781-595-7570 ext 15

#### **Residential Assistance for Families in Transition (RAFT)**

Raft, a state-funded program, provides short-term, limited financial assistance and support to allow low-income families to stay housed or move into their next homes during periods of financial crisis. Applicants must provide documentation/proof that a move is necessary to avoid homelessness. Please contact the Metropolitan Boston Housing Partnership (MBHP) for eligibility guidelines.

Contact information: MBHP at 617-425-6700 or [www.mbhp.org](http://www.mbhp.org)

### **Mental Health Supports**

#### **Arlington Youth Counseling Center (AYCC)**

AYCC is a fully licensed Massachusetts Department of Public Health mental health counseling facility that works towards the treatment, prevention, and resolution of problems relating to Arlington children and their families. AYCC accepts most insurance and offers grant funding to income-eligible families who are uninsured or underinsured.

Contact Information: AYCC, 670R Massachusetts Avenue, Whittemore Robbins House (behind Robbins Library), Arlington, MA 02476, 781-316-3255, [www.arlingtonma.gov/aycc](http://www.arlingtonma.gov/aycc).  
Email: [cleger@town.arlington.ma.us](mailto:cleger@town.arlington.ma.us)

### **Community Resource Services**

The Community Resource Services program aims to connect Arlington residents of any age to information, assistance, and referrals to local services and government programs. This includes connecting residents to basic needs services (such as food programs, housing assistance, and shelter information) and also other needs (such as childcare, domestic violence programs, and emergency financial assistance services). For more information or to make a referral, please contact AYCC's main office or Community Resource Specialist, Libby Lazar.

Contact Information: AYCC, 781-316-3251, [llazar@town.arlington.ma.us](mailto:llazar@town.arlington.ma.us)

**Arlington Police Department: Mental Health Clinician, Christina Valeri, can support with acute mental health emergencies, substance abuse assistance, homelessness and other issues please contact her**

112 Mystic Street  
Arlington, MA 02474  
(781) 316-3947  
[cvaleri@town.arlington.ma.us](mailto:cvaleri@town.arlington.ma.us)

### **BIPOC Clinical Resources**

### **Domestic Violence Support**

SafeLink is Massachusetts's statewide 24/7 multilingual hot line and a resource for anyone affected by domestic violence: 877-785-2020

### **Arlington Family Services Unit**

112 Mystic Street  
Arlington, MA 02474  
Please contact Inspector Rebecca Gallagher, (781) 316-3915 or [rgallagher@town.arlington.ma.us](mailto:rgallagher@town.arlington.ma.us)

### **Substance Use Support**

The LifeLink provides peer-to-peer phone support for mental health or substance misuse related concerns. To use this service, please call 855-466-7100

### **Support Groups**

**Jewish Family and Children's Services** offers programs, education, information, and support for older adults, families with children, new parents, and many others

<https://www.jfcsboston.org/About/Community-Programs>

781-647-JFCS (5327)

**Arlington Council on Aging** runs a variety of support groups please contact them to learn more

## **Supports and Services**

### **Diversity, Equity and Inclusion**

Coordinates the Arlington Human Rights Commission, Disability Commission and LGBTQ+ Rainbow Commission, runs community-based events & helps to ensure all residents are heard, respected and protected

To report a human right's violation please fill [out this form](#)

### **Disabled Persons Protection**

For information on the suspected abuse of a disabled person, please contact the Massachusetts Americans with Disabilities Commission at 617-727-6465, or 800-426-9009 (24 hour hotline).

Local information and assistance with the Americans with Disabilities Act (ADA) is available through the Arlington ADA Coordinator [tross@town.arlington.ma.us](mailto:tross@town.arlington.ma.us)

### **LGBTQIA+ Resources**

#### **The Network/ La Red**

Is a survivor-led, social justice organization that works to end partner abuse in lesbian, gay, bisexual, transgender, BDSM, polyamorous, and queer communities offering a 24-hour emergency hotline, individual and group support & a housing pathways program  
24 hour hotline: [617-742-4911](tel:617-742-4911) (voice) • [800-832-1901](tel:800-832-1901) (Toll-Free)

#### **The Trevor Project**

Provide s information and support to LGBTQ+ young people & their supports 24/7

Call: 1-866-488-7386

Text: 678-678

#### **Fenway Health**

Trans Health Program, Trans & Gender Diverse Youth Care, LGBTQ+ aging program, HIV/AIDS Program <https://fenwayhealth.org/>

### **Resources for Immigrants**

Massachusetts Immigrant and Refugee Advocacy Coalition (MIRA) serves as a resource hub for “know your rights” and related materials to help immigrants and refugees navigate the system and assert their rights; and links to resources for citizenship, English language and adult education; health and social services; and refugee assistance. <https://miracoalition.org/resources/>

#### **Cambridge Commission on Immigrant Rights and Citizenship**

617-349-4396

51 Inman Street

Cambridge, MA 02139

### **Senior Services**

#### **Senior Transportation Services**

The Arlington Council on Aging (COA) provides a number of transportation services for residents ages 60 or older. The COA Van, a handicapped-accessible van, provides transportation for Arlington seniors from their homes to COA-related activities and/or to medical appointments. Arlington seniors may also use the Dial-A-Ride Taxi program, which provides transportation anywhere in Arlington. Both



programs provide transportation at a nominal cost. For more information, please visit [arlingtonma.gov/coa](http://arlingtonma.gov/coa) or call the COA at 781-316-3400.

### **Arlington Council on Aging**

The Arlington Council on Aging (COA) also provides a variety of programs for its seniors, including health and wellness programs, medical insurance counseling, tax preparation, and social service support such as information and referral, fuel assistance, housing information, caregiver support and resources, financial assistance programs, and much more.

For information on Arlington COA programs, including a link to the [Arlington Directory of Senior Services](http://www.arlingtonma.gov/coa), please visit [www.arlingtonma.gov/coa](http://www.arlingtonma.gov/coa)

Contact Information: Council on Aging, 27 Maple St. Arlington, MA 02476, 781-316-3400

### **Elder Abuse**

Elder abuse is defined as physical, sexual, or emotional abuse, neglect, or financial exploitation. For information on suspected elder abuse, please contact Minuteman Senior Services.

Contact information: Minuteman Senior Services, 781-272-7177, or the elder abuse hotline at 800-922-2275. Visit online at [www.minutemansenior.org](http://www.minutemansenior.org)

### **Veterans' Services**

Veterans can seek assistance in applying for state and federal benefits from the Veterans Service's office, contact Jeff Chunglo, Director at (781) 316-3166 or by email at [jchunglo@town.arlington.ma.us](mailto:jchunglo@town.arlington.ma.us). Visit the office at 27 Maple St., Floor 2 Arlington

### **Transportation**

#### **Public Transportation**

Arlington has five bus lines, reduced fares are available, bus line 67 runs from Turkey Hill to Alewife; bus line 77 runs from Arlington Heights down Massachusetts Avenue to Harvard Square in Cambridge; bus line 350 runs from the Burlington Mall to Alewife; bus line 62 runs from the Bedford VA Hospital to Alewife; and bus line 76 runs from the Lincoln Lab to Alewife station. Find schedules and additional information at the [MBTA website](http://www.mbta.com)